

## **Transcript: VICTORIA**

**Taylor-4774436733894656-5233743153774592**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hey, I was trying to call to get my, um, insurance information. I was trying to see was it ready yet? Okay. Um, what is the name of the agency you work for? Um, MAU. And the last four of your social? 6895. And your first and last name? Joshua Britt. B-R-I-T-T. Okay. Uh, do you mind verifying your address and date of birth? Um, 347 Luciano Trace, Holdenville Georgia 30230. And my birthday is December 1st, 1998. And then phone number 470-497-8482? Yes, ma'am. And then email is kashy and then britp@yahoo.com. Yes, ma'am. Okay. Um, give me just a few seconds. Let me see if I can look up your ID cards and I can try and email you copies. Okay. Thanks. Yes, sir. I'll be right back. All righty. So I just sent those ID cards to your email. Are you saying you emailed them to me? Yes, sir. All right, thank you so much. You're welcome. Did you need help with anything else? Uh, no, ma'am. It has like all my benefits, like, for like the dental and all that, right? For like which ones go to which? Yes. You'll have four different ID cards attached to the email. Two of them are medical, one is for vision and the other is for dental. Each of, each of them are labeled as well so you'll know the difference. All right, thank you. You're welcome. You have a wonderful day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_1: Hey, I was trying to call to get my, um, insurance information. I was trying to see was it ready yet?

Speaker speaker\_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker\_1: Um, MAU.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 6895.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Joshua Britt. B-R-I-T-T.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, 347 Luciano Trace, Holdenville Georgia 30230. And my birthday is December 1st, 1998.

Speaker speaker\_0: And then phone number 470-497-8482?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is kashy and then britp@yahoo.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, give me just a few seconds. Let me see if I can look up your ID cards and I can try and email you copies.

Speaker speaker\_1: Okay. Thanks.

Speaker speaker\_0: Yes, sir. I'll be right back. All righty. So I just sent those ID cards to your email.

Speaker speaker\_1: Are you saying you emailed them to me?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right, thank you so much.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: Uh, no, ma'am. It has like all my benefits, like, for like the dental and all that, right? For like which ones go to which?

Speaker speaker\_0: Yes. You'll have four different ID cards attached to the email. Two of them are medical, one is for vision and the other is for dental. Each of, each of them are labeled as well so you'll know the difference.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.